

## TRANSFER/PROMOTIONAL OPPORTUNITY

### TOW LOT ATTENDANT

*(Department of Public Works-Administrative Services-Parking Section)*

**PURPOSE:** A Tow Lot Attendant is responsible for the processing of vehicles on and off the City's 17-acre tow lot. The person in this position assists citizens with the retrieval of their personal property and vehicles, assists tow contractors and vendors with the retrieval of vehicles, and provides general tow lot maintenance and vehicle movement within and between various City vehicle storage facilities.

#### ESSENTIAL FUNCTIONS:

- Uses a computerized system to process the entry and exit of vehicles from the tow lot, receive and document customer complaints, document damage to vehicles, and conduct vehicle inventory.
- Retrieves vehicles and property; moves vehicles; and performs minor maintenance, including jump starting vehicles with dead batteries, filling flat tires, and starting cars with peeled steering columns.
- Performs tow lot maintenance, including the following: snow removal by truck, shovel, or snow blower; salting; and cleaning, such as sweeping and loading car parts into a truck bed.
- Performs other related functions as assigned.

#### CONDITIONS OF EMPLOYMENT:

The Tow Lot Attendant must be willing to do the following:

- Work any shift and day, including weekends and holidays. Shifts are assigned by seniority.
- Work outdoors in all kinds of weather conditions.
- Pass a required background check, which includes not having any related felonies.

*Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) Of 1990.*

#### MINIMUM REQUIREMENTS:

1. Current status and at least three months of experience as a regularly appointed City of Milwaukee employee.
2. Valid Wisconsin Driver's License at the time of appointment and throughout employment.

#### KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:

- Ability to drive and operate towing vehicles and equipment.
- Ability to drive various types of passenger vehicles, including both automatic and manual transmission.
- Ability to use hand tools as well as perform mechanical repairs that will enable vehicles to be driven off the lot.
- Ability to perform maintenance tasks, such as snow and ice management and cleaning.
- Ability to lift and move objects weighing 50 pounds or more.
- Ability to perform work in a safe manner.
- Ability to communicate diplomatically with people from varied backgrounds.
- Ability to de-escalate situations involving customers who may be discourteous or upset.
- Computer skills, including the ability to perform accurate data entry.
- Ability to communicate clearly and concisely in writing.
- Ability to work cooperatively as a member of a team.
- Ability to deal with stress and maintain a positive demeanor.

**CURRENT SALARY RANGE (220) IS:** \$35,939 - \$39,458.

**THE SELECTION PROCESS** will be job related and will consist of one or more of the following: an evaluation of related training, experience and accomplishments, written tests, interview, or other assessment methods. The Department of Employee Relations and the hiring department reserve the right to call only the most qualified candidates to oral, performance tests, or personal interviews. Information from the selection process will be used to make a hiring decision. Selected candidates will be transferred and/or promoted to the position.